

Emergency Support Function #5: **EMERGENCY MANAGEMENT**

Lead Agency:

- N.H. Dept. of Safety, Division of Homeland Security and Emergency Management (HSEM)

Support Agencies:

- All Emergency Support Functions (ESF) and Coordinating and Cooperating Agencies

INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #5 – Emergency Management (ESF #5) is to coordinate and support the overall activities of the State government as related to emergency management. ESF #5 provides the core management and administrative functions in support of the State Emergency Operations Center (SEOC), field operations (when established) and the overall implementation of the State Emergency Operations Plan (SEOP). Although the SEOP is always in effect, ESF #5 is not always operational in the same context. The Lead Agency for ESF #5, HSEM, has additional responsibilities and related duties during times when the SEOC is not activated.

ESF #5 includes support of community prevention, preparedness, mitigation, recovery and restoration efforts by providing the framework for, and establishment of, uniform policies and practices for the State to address those needs of local governments, nongovernmental organizations (NGOs) and the private sector.

This ESF also supports State operational elements at the Joint Field Office (JFO), when established.

B. SCOPE

The scope of ESF #5 is to support all State agencies and departments activated during the full emergency management life cycle, in alignment with the SEOP. This includes, but is not limited to: coordination of multi-agency information, planning and analysis; situational awareness, operational readiness and activities; supporting SEOC management, logistic and resource support; mission tasking; as well as access to and coordination with, Federal assets, programs and activities.

Emergencies or disasters involving radiological materials, terrorism, hazardous materials and/or public health components may require specialized activities which may broaden the scope of ESF #5.

SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

Local jurisdictions are responsible for developing, coordinating, and implementing emergency response plans within their respective jurisdictions, including the activation of local mutual aid compacts. They are also responsible for the management of resource needs within their jurisdictions, excluding the instances when the State and/or Federal governments may exercise their respective authorities over issues related to State and/or Federal assets/systems. The impact of an emergency may exceed the capabilities of local jurisdictions and the State, thus requiring assistance from the Emergency Management Assistance Compact (EMAC), International Emergency Assistance Compact (IEMAC), and the federal government to supplement efforts.

B. PLANNING ASSUMPTIONS

1. A significant disaster or emergency will severely damage the local area infrastructure. Most local assets, systems and activities will be hampered by the damaged infrastructure and disrupted communications.
2. A significant disaster or emergency will quickly overwhelm the ability and capabilities of local governments to respond effectively, requiring state or federal support.
3. The Governor, as the State's Chief Executive, is responsible for the public safety and welfare of the people of New Hampshire.
4. ESF #5 is responsible for coordinating emergency response plans at the state level and in support of activities at the local level.
5. ESF #5 facilitates information flow in the pre-incident phase and coordinates inter/intra-governmental planning, training, and exercising to assure readiness.
6. A significant incident or planned event may require the activation of the SEOC.
7. The SEOC is organized in accordance with the National Incident Management System (NIMS).
8. The SEOP is the guiding document for a State response and is reviewed and updated annually with input from all State partners.
9. A significant disaster or emergency will require increased activation and implementation of parts or all of the SEOP.
10. There may be a need to move large numbers of assets and personnel into the impacted area or the state.
11. ESF #5 maintains a workforce of trained and skilled employees that maintain the capability to perform essential emergency management functions on short notice and for varied durations.
12. Some incidents will require unique and specialized preparedness, recovery and mitigation actions and activities. In those instances, Incident-Specific Annexes have been developed to guide activities and are used as accompaniments to the SEOP.

CONCEPT OF OPERATIONS

A. GENERAL

1. Equipment requests and inventories should be made using the National Incident Management System (NIMS) Resource Typing, to the fullest extent possible.
2. HSEM, as lead for ESF #5, generally supports the Command and General Staff positions in the SEOC.
3. ESF #5 will coordinate with all supporting and other appropriate departments, agencies and organizations to ensure continual operational readiness.
4. ESF #5 will ensure that there is trained and experienced staff to fill appropriate ESF #5 positions in the SEOC.
5. ESF #5 functions are under the authority of the State of New Hampshire Title 1, Section 21-P 37; Section 4:45-4:47.
6. Unified Command will generally be used to manage communication assets in the field because of the number and variety of government agencies, private sector organizations and NGOs that may be involved.

B. ORGANIZATION

1. **Organizational Chart (Command & Control):** Command and Control of all phases of emergency management will be under the leadership of the Governor of the State of New Hampshire. (See **Organizational Chart in SEOP Base Plan. Chapter IV.4.b**).
2. **Operational Facilities/Sites/Activities:** ESF #5 may have to establish, direct and/or participate in several emergency teams and/or co-locate at several emergency facilities simultaneously (in-state or in another State through mutual aid). Sites include, but are not limited to, the SEOC and those facilities designated for evacuation, staging, reception and sheltering.
 - a. **SEOC Mission Tasking** - - The ESF #5 representative will assist in the assignment of “requests for assistance” to the agency or agencies that have the most appropriate resources and expertise to fulfill the request. Mission Tasks will be posted to WebEOC.
 - b. **Field Operations** – ESF #5 may serve in Field Operations (e.g., the Forward SERT, Impact Assessment Teams, Rapid Response Team, Preliminary Damage Assessment Team, Disaster Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance). Since activation of these activities usually occurs early in an event, preparation for it should be in the first hours of an event.
 - c. **Specialized and Mutual Aid Teams** -- Specialized local, federal and/or mutual aid teams can be brought in as resources. Local, State and or Federal declarations of emergency may be required and requests should be made on an executive level to mobilize. It will be up to the Local IC, in consultation with the ESF #5 in the SEOC, to make the determination when and to what extent to utilize volunteer organizations outside of the local jurisdiction in activities.
 - d. **Federal Resources** - When ESF #5 foresees or has a need for resources not otherwise available, action may be taken to secure such resources through the Department of Homeland Security (DHS) and Federal Emergency Management

Agency (FEMA). Normally, resources from a federal source would be coordinated with/through ESF #5, the State Coordinating Officer (SCO) and/or the Federal Coordinating Officer (FCO). To facilitate this coordination, there is normally a FEMA representative in the SEOC during an activation of that facility. If FEMA is not able to provide the resource, the requesting ESF may coordinate directly with the Federal agency that can provide the needed resource.

- e. **Contracts and Contractors** – Some requested resources may need to be obtained through a contractor. Agency(ies), State or private sector contracts may be utilized and should be coordinated with ESF #7- Resource Support.
- f. **Mitigation and/or Redevelopment** – ESF #5 does not have budgetary authority or funds for mitigation or redevelopment needs that result from an emergency or disaster, other than through Federal resources or special budgetary allocations. Therefore, ESF #5 can usually only provide in-kind or matching resources, including professional, technical and administrative personnel and their use of related equipment for mitigation and redevelopment efforts that may follow an event. Such in-kind or matching resources can be used to support the review, investigation, contracting and other professional, technical and administrative tasks generally required for mitigation and/or redevelopment activities.

3. Policies

- a. **General:** Actions initiated under ESF #5 are coordinated and conducted cooperatively with State and local incident management officials, Support Agencies and/or with private entities, in coordination with the SEOC. Each Supporting Agency is responsible for managing its respective assets and resources after receiving direction from ESF #5.

PHASED ACTIVITIES

A. PREVENTION ACTIVITIES

These activities, focusing on the protection of life and property, are performed on an on-going basis. They are also performed as a particular incident is on-going to help ensure additional incidents do not occur simultaneously.

B. PREPAREDNESS ACTIVITIES

These activities pertain to HSEM, as an entity in general terms, and which equates to ESF #5 once an event is identified with the likelihood of activating the SEOC to a Monitoring, Partial, or Full Activation Level.

- 1. Developing plans and strategies for the activation of ESF #5 and the overall state approach to emergency management; including preliminary staffing rosters, appropriate “work-arounds” that assure compatibility of, and redundancy to, the various systems used in response. These plans and strategies should be created in advance of an incident to help assure effective and efficient response by Lead and Support Agencies.
- 2. Maintaining, reviewing and updating on a periodic basis, the staff’s contact information for all agencies involved in State response and ESF #5 personnel.
- 3. Sharing periodic updates and planning information relative to ESF #5, including but not limited to the SEOP and its Annexes among ESF agencies.

4. Conducting periodic Homeland Security Exercise and Evaluation Program (HSEEP)-compliant drills and exercises of emergency preparedness, mitigation and recovery activities.
5. Reviewing and maintaining the ESF #5 Appendix with all ESF #5 support agencies to assure clear understanding of responsibilities and requirements.
6. Making periodic communication with other ESF Lead and Support Agencies to ascertain support needed before, during and after an emergency.
7. Assisting threatened or impacted area officials with prevention and preparedness activities and strategies, as requested and/or appropriate.
8. Reviewing the After-Action Reports (AAR) and comments from previous incidents to develop and implement remedial strategies, as necessary.
9. Assuring operational readiness of SEOC.
10. Consulting the SEOP for appropriate activities relating to the preparedness for the potential event.
11. Planning the location and use of any potential mobilization sites, staging areas and distribution points, if not already accomplished.
12. Establishing communication and coordination with ESF #7 – Resource Support to prepare for potential resource/asset needs in time of an emergency.
13. Maintaining coordination and communication with the Governor and other State officials, other local, State and regional Emergency Management organizations, FEMA and the US DHS, as appropriate and required.
14. Obtaining, developing and providing situational awareness to/from all sections. Alert FEMA, Region I to any potential resource needs.
15. Preparing to support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training other ESFs on EMAC/IEMAC responsibilities, and pre-identifying assets, needs and resources that may be allocated to support other states/provinces.
16. Conducting an annual review of the DHS Core Capabilities.
17. Integrating NIMS principles in all planning and ensure all ESF personnel complete required NIMS training.
18. Maintaining and providing training to partners on WebEOC.
19. Evaluating the probability and time period of the response and/or recovery phases for the event and assisting the Planning Section in developing an Incident Action Plan (IAP), Operational Goals and AAR, as necessary.

C. RESPONSE ACTIVITIES

1. Activating the appropriate ESFs and Support Agencies that may be required for incident response.
2. Assigning and scheduling sufficient personnel to cover an activation of the SEOC for an extended period of time. Providing updates and briefings for any new personnel. Maintaining and updating WebEOC as appropriate for all agencies/users.
3. Maintaining operational status of the SEOC.
4. In conjunction with the Planning Section, assessing the situation, types, availability and location of response resources, technical support and required services. Determining priorities for protecting human safety and public welfare (impacted populations and response personnel).
5. Preparing the deployment of response personnel, Preliminary Damage Assessment Team and/or Damage Assessment Teams.

6. In conjunction with ESF #2 – Communications and Alerting, maintaining communications with local and other State Emergency Management organizations, and FEMA, Region I.
7. Coordinating and documenting initial damage assessment including key resources and critical infrastructure, businesses and individual homes.
8. Working with ESF #2 for public notification activities including activation of the Emergency Alert System (EAS), as appropriate.
9. Planning and preparing documentation and situational awareness needed to support the requests for and directives resulting from a Governor declared State of Emergency and/or requests for a Federal emergency/disaster declaration.
10. Gathering and generating information that will be needed for periodic briefings, situation reports or the development of incident action plans and operational goals.
11. Continuing to consult with other ESFs, Support Agencies and impacted local municipalities to determine response activities and needs. Carrying out activities needed from ESF #5 during response phase.
12. Continuing to gather, develop and disseminate information for situational awareness.
13. Planning and establishing relief resources to replace or rotate with committed resources for extended operations.
14. Continuing to monitor and respond to requests from mission-tasking.
15. Beginning evaluation probability and time period of the recovery phase for the event. If recovery phase is probable, start planning for recovery actions.
16. Maintaining appropriate records and continuing development of an “After-Action Report” for the response phase of the incident.

D. RECOVERY ACTIVITIES:

1. Assigning and scheduling sufficient personnel to cover an activation of the SEOC for an extended period of time. Provide updates and briefings for any new personnel reporting for ESF #5 duty.
2. Assisting impacted area, local municipalities with recovery strategies and activities.
3. Maintaining and updating WebEOC as appropriate for all ESF #5 activities. Beginning activities around projected date the SEOC will deactivate.
4. Continuing to keep partners, appropriate governmental officials (state, local, regional and federal) updated on activities. Posting information on WebEOC.
5. Continuing operational activities of the SEOC and determining activation level. Beginning de-activation, as appropriate, in conjunction with the EOC Director.
6. Continuing to evaluate and task state support requests for impacted areas. Continuing to coordinate activities and requests with partner ESFs.
7. Coordinating appropriate records of work schedules and costs incurred by ESF #5 agencies during the event.
8. Continuing to monitor mission-tasking.
9. Preparing for the arrival of, and coordinating with, FEMA personnel.
10. Beginning assessment of damage and capabilities of key resources and infrastructure caused by incident and reporting to appropriate bureau/agency, as well as including in the after-action report.
11. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
12. If mitigation and/or redevelopment phase is probable, start planning actions with involved jurisdiction, agency, state and/or federal officials. Implementing and monitoring “After-Action Report” for ESF #5 and the incident.

E. MITIGATION

1. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborating with involved jurisdictions and other ESF agencies, as appropriate, regarding mitigation and/or redevelopment activities.
2. Supporting requests and directives resulting from/for the Governor and/or FEMA concerning mitigation and/or redevelopment activities. Probable requests and directives include establishment of review and study teams, support of local government contracting for mitigation and/or redevelopment needs and other similar professional, technical and administrative activities.
3. Assigning personnel as needed to work with JFO, if established.
4. Generating information to be included in SEOC briefings, situation reports and/or action plans. Posting the previous mentioned documents on WebEOC.
5. Implementing and monitoring the “After-Action Report” for the incident. Incorporating necessary changes in future plans, as identified and determined to be appropriate.
6. Identifying losses avoided due to previous mitigation efforts, per the State Hazard Mitigation Plan.
7. Implementing post-disaster mitigation actions as outlined in the State Hazard Mitigation Plan.

ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

1. Providing available, trained personnel to serve as ESF/Support Agency appropriate representatives in the SEOC, as capable.
2. Maintaining and updating WebEOC as needed.
3. Ensuring all personnel have access to their agency’s available and obtainable resources. Continuously tracking both the committed and uncommitted status of such resources during an activation of the SEOC.
4. Ensuring all personnel have access to appropriate records and data that may be needed for an ESF/Support Agency response (i.e., mutual aid compacts, facilities listings, specialized plans, maps, etc.).
5. Participating in the evaluation and mission assignment of resource requests submitted to the SEOC including resources that are available through mutual aid agreements (MAA), compacts and/or FEMA.
6. Assuring communication and notification process is in place for evacuation/re-entry of impacted area and for surge populations into an area from an impacted area.
7. Supporting the development of situation reports and action plans for the incident during activation of the SEOC and as requested/required.
8. Providing Subject Matter Experts (SME’s) as requested to support emergency response activities.
9. Assisting in revising/updating the SEOP, Annexes, Appendices and other appropriate and related response/mitigation plans.

B. AGENCY SPECIFIC

1. **Lead Agency: N.H. Division of Homeland Security & Emergency Management:**
 - a. Providing support for all administration, management, prevention, planning, training, preparedness, recovery and mitigation/redevelopment activities associated with the State response.
 - b. Assuring worker safety.
 - c. Maintaining current points of contact for all ESF/Support agencies and local municipalities.

- d. Assuring Governor and appropriate state officials are kept up-to-date and provide situational awareness, as appropriate.
- e. Assigning personnel to the ESF #5 duty schedule at the SEOC.
- f. Assuring training for partners at all levels on plans and strategies utilized for a comprehensive approach to emergency management.
- g. Providing personnel for coordination with Federal support and at federal facilities established.
- h. Developing operating procedures, situational awareness reports, Incident Action Plans and Operating Goals to implement the State Emergency Preparedness/Response/Recovery/Mitigation functions.
- i. Maintaining position log and mission-tasking in WebEOC.
- j. Providing training on WebEOC for all partners.
- k. Conducting HSEEP compliant drills and exercises to include all appropriate partners.
- l. Maintaining and providing updates of SEOP and Annexes. Involving partners in the process.
- m. Assuring and providing operational readiness and functioning of SEOC.
- n. Providing SMEs and other resources, as requested and appropriate, to other state agencies involved in incident-specific emergency preparedness/response/recovery.
- o. Coordinating with appropriate ESFs and support agencies on ESF #5.
- p. Providing communications and alerting assets (including mobile and personnel), as available, to ESF #2.
- q. Keeping ESF & support agencies updated on all new guidelines and strategies developed or released for State emergency management response.
- r. Forwarding and coordinating inquiries and information received from the public to the ESF #15 - Public Information.
- s. Functioning as the liaison and point of contact for inter-state mutual aid (EMAC/IEMAC) and Federal agencies.
- t. Securing and administering federal funding, as appropriate, for incident-related activities.

2. **Other Agencies/Organizations:** Roles and responsibilities of all other components/agencies/organizations are identified in the SEOP and its Appendices.

C. COORDINATION WITH OTHER EMERGENCY SUPPORT FUNCTIONS:

All ESFs will coordinate, as appropriate, with other ESFs by providing:

- 1. Providing subject matter experts for specialized requirements.
- 2. Coordinating roles and responsibilities to ensure an effective and efficient approach to incident preparedness, response, recovery and mitigation.
- 3. Coordinating all communications and messaging to the public through the PIO/JIC.
- 4. Notifying the availability of resources, including: mobile, storage, collection and staging assets.

D. SEOP HAZARD-SPECIFIC INCIDENT APPENDICES WITH ESF #5 RESPONSIBILITIES:

All present and future Hazard-Specific Annexes.

FEDERAL RESPONSE INTERFACE/STATE & INTERNATIONAL MUTUAL AID

When incident requests exceed the capability of the State, with the approval of the Governor, ESF #5 will coordinate activities with the lead federal agency(ies) under the provisions of the National Response Framework (NRF). State and International mutual aid (EMAC/IEMAC, etc.) may also be activated as the situation warrants.

ADMINISTRATION AND LOGISTICS

A. POLICIES:

1. All agency and ESF Plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week, sustained operation.
2. Administrative and logistical support of operational field elements are the responsibility of each participating agency.
3. Each participating agency will record all resources used in support of the emergency operation and provide such information to the Finance and Administration Section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any Federal assistance programs or requests from mutual aid compacts.

B. NOTIFICATION AND REPORTING:

1. Notification

- a. The N.H. State Police, a municipality, State Agency or other entity will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts an area of New Hampshire. HSEM will gather information for on-going situational awareness and notify ESFs and Support agencies, as appropriate.
- b. HSEM will make the decision to activate the SEOC and determine the level of activation. Appropriate HSEM personnel will report for duty to the SEOC, staff Command, and General Staff positions and ensure WebEOC is utilized.
- c. If SEOC activation is determined to be necessary, the HSEM Agency Liaison will notify the ESF Lead and Support Agencies of the activation and request designated personnel to report to the SEOC or to remain on stand-by.
- d. The Lead Agency will then notify the appropriate ESF Support Agencies and determine coverage/duty roster for the ESF/Support desk in the SEOC and will start to utilize WebEOC to provide continuous situational awareness.
- e. All ESF/Support agencies will make appropriate notifications to their appropriate regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which the ESF/Support Agencies will be involved.

2. Event Reporting

- a. Event and position logs should be maintained by each ESF/Support Agency in sufficient detail to provide historical data on activities taken during the event.
- b. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.
- c. The Lead Agency will be responsible for making periodic reports to their Sections on activities taken during the event and assure they are properly documented and communicated to the Planning Section.

- d. All financial reporting will be done through the Lead Agency on behalf of their Support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, State and Federal guidelines, rules, standards and laws.

3. Agreements/MOUs, etc.

Lead and Support Agencies will maintain up-to-date agreements and Memorandums of Understanding, Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Supporting Agencies should keep the Lead Agency informed of any such agreements that may impact resources or capabilities during an emergency incident. They should also report the existence of such documents to HSEM. The State of New Hampshire also maintains agreements and mutual aid compacts with various organizations. These may be activated as the situation warrants.

DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION OF ESF/SEOP

A. RESPONSIBILITIES

HSEM #5 has the ultimate responsibility to ensure the SEOP (including Appendices) has been developed, maintained and implemented. All departments, agencies and organizations are responsible for keeping their respective Appendices current and for informing HSEM of revisions and updates. HSEM will consult, cooperate and collaborate with the appropriate agencies to ensure the SEOP is maintained.

B. CORRECTIVE ACTIONS

Following each activation, exercise, etc., in which any ESF has been activated, an After-Action Report should be conducted with the involved Support Agencies. A Corrective Improvement Action Plan should be developed and incorporated into the appropriate response plans and activities.

C. UPDATING & REVISION PROCEDURES

The primary responsibility for the development and overall maintenance of the SEOP and this Appendix belongs to HSEM. Assistance and input will be sought from all ESF and Support Agencies. An annual review of the Appendix should be conducted with information provided to HSEM for incorporation into the next SEOP scheduled update. This does not preclude the incorporation of any changes immediately into the ESF Appendix. If information collected is of serious enough nature to require immediate revision, HSEM will produce such a revision of the SEOP ahead of schedule.

ATTACHMENTS

A. PLANS

1. State Hazard Mitigation Plan

B. LISTINGS/MAPS

C. MOUs/LOAs

1. Emergency Management Assistance Compact

2. International Emergency Management Assistance Compact

D. NATIONAL RESPONSE FRAMEWORK – ESF #5 EMERGENCY MANAGEMENT